SALT LAKE COUNTY
AGING & ADULT SERVICES

Promoting independence through advocacy, engagement & access to resources

DIVISION OPERATING STANDARDS #403

Senior Center Contractors

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A. PURPOSE

The Active Aging program is a section of Salt Lake County Aging & Adult Services ("AAS"). The mission of Active Aging is to provide seniors with opportunities for learning, socializing, volunteering, and wellness. This is accomplished by offering programming and activities that complement existing services and foster on-going engagement that supports independence, dignity, health, recreation, volunteerism, and access to resources.

Senior Center programming includes presentations and courses offered by non-governmental entities. Salt Lake County Senior Centers ("Senior Centers") pursue partnerships with organizations and individuals who have knowledge and expertise in topical areas relevant to aging and of interest to older adults to provide such presentations and courses. Presentations approved through this process are considered Salt Lake County programming.

Senior Center programming also includes services offered by nongovernmental entities to older adults. Salt Lake County Senior Centers pursue partnerships with organizations and individuals who have expertise, training and/or certification in specific service areas relevant to aging to provide services to older adults. Services approved through this process are considered Salt Lake County programming.

This Division Operating Standard describes the process for obtaining proposals for presentations, classes, exhibitions, and one-on-one services, screening and scoring proposals, and obtaining approval for programming in Senior Centers.

B. SCOPE OF IMPACT

This Division Operating Standard applies to organizations and individuals desiring to provide Approved Services at Senior Centers.

C. DEFINITIONS

- ***Approved Services:*** Any program, class, exhibition, or one-on-one service provided to participants at a Senior Center.
- ***Contractor:*** Service Provider or Presenter depending on the Approved Services agreed upon in the resulting agreement.
- ***Educational Materials:*** Informational materials directly related to the presentation topic.
- ***Pricing Proposal:*** Pricing proposals included in a Contractor's response to County's RFA.
- ***Presenter:*** Any non-government organization, group, or individual who wishes to provide presentations, classes, and/or exhibitions at a Senior Center. Presenter does not provide one-on-one services to participants at a Senior Center.
- ***Promotional Materials:*** Materials which are not directly related to the presentation topic and for which the primary purpose is to promote the organization, individual or group and/or its opinions, products, or services.
- ***Proposal:*** Contractor's response to the RFA.
- ***RFA:*** County issued Request for Applications for Contractors who may provide Approved Services for Seniors at County's various Senior Centers.
- ***Selection Committee:*** A group of County employees selected by AAS Administration tasked with reviewing proposals and making approval recommendations based on scoring criteria.
- ***Senior Centers:*** One or more of 15 Salt Lake County operated Senior Centers as well as the Virtual Senior Center.
- ***Senior:*** Any person aged 60 or older.
- ***Service Provider:*** Any non-government organization, individual, or group who wishes to provide a one-on-one service to participants at a Senior Center.
- ***Volunteer:*** An uncompensated individual who provides services or support on behalf of AAS.

D. REQUIREMENTS FOR CONTRACTORS

1. RFAs for Senior Center Contractors will be posted seeking applications for specific presentations, classes, exhibitions, and one-on-one services which are related to aging and relevant to senior center participants.
2. Contractors who are selected to provide an Approved Service will provide this service at a specific Senior Center but may be asked to provide the service at any of Salt Lake County's 15 Senior Center locations throughout the calendar year. Contractors may decline further services at their sole discretion.

3. AAS will not guarantee that an approved Contractor or service will be subsequently selected or scheduled by Senior Centers. The frequency of providing services may vary by location based on demand and space availability. Contractors are not guaranteed space to provide services at all Senior Centers.
4. All services must comply with all applicable statutes and ordinances of the State of Utah and Salt Lake County.
5. Services must be open to all Seniors who participate at Senior Centers. Contractors shall not refuse service to any senior based on their status as a member of a protected class recognized by Salt Lake County.
6. Proposals may be submitted only when an RFA is posted.
7. Contractors are considered independent contractors and are solely responsible for the services rendered.
8. Contractors are responsible for supplying all tools and materials necessary to provide the service, outside of basic facility equipment as determined by the Senior Center.
9. Contractors, if applicable, may be required to show a current professional license or certification in the field in which they are practicing their service. Contractors are responsible for all fees associated with keeping their professional license or certification current.
10. Approved Contractors will be required to sign and execute a Senior Center Contractor Agreement before providing any services at the Senior Centers.
11. Approved Contractors, as well as any volunteer, direct service worker, and administrative staff member providing service under the resulting Senior Center Contractor Agreement must submit a current criminal background report from the Utah Bureau of Criminal Identification (BCI) to AAS prior to providing any services at the Senior Centers.
    a. Criminal background reports with convictions must be approved by the division prior to providing service under the resulting Senior Center Contractor Agreement. Individuals whose criminal background report is denied due to convictions will not be permitted to provide service under the resulting Agreement.
12. Approved Contractors, as well as any volunteer, direct service worker, and administrative staff member providing service under the resulting Senior Center Contractor Agreement must review and sign a copy of the State of Utah Department of Human Services Licensing DHS Code of Conduct and Client Rights, and return the signed copy to AAS prior to providing any services at the Senior Centers.
13. Approved Contractors and services will be maintained on a list of approved Senior Center programming, accessible by all Senior Centers.
14. Salt Lake County will maintain the client appointment schedules for all Contractors.
15. Contractors may charge a fee for services as outlined in their application. Any change in fees requires a contract amendment prior to implementation.
16. Non-profit or volunteer agencies which do not have any potential financial interest in the service shall be given preference over for-profit organizations or those who may have a potential monetary interest in the service.

17. Contractors may not accept payment directly from seniors. Fees will be paid by the senior directly to Salt Lake County at the Senior Center where the service is being provided. Contractors will invoice the County monthly, as needed, for payment.
18. Contractors will receive seventy percent (70%) of the fee charged as compensation for their service. The County will retain thirty percent (30%) of the fee charged as an administrative fee.
19. Contractors may bill Medicare/Medicaid directly for the cost of the service, if applicable. Any service covered by Medicare/Medicaid will not be charged the 30% administrative fee.
20. Contractors invoicing AAS for services that do not accept purchasing card payments are required to be set up as vendors in the County's current payment system.
21. Contractors shall not accept any tips from seniors receiving services.
22. Contractors may refuse service to any senior who is showing signs or symptoms of a communicable condition.
23. Any proposed service involving research must go through the State of Utah Department of Health and Human Services' Division of Aging & Adult Services Institutional Review Board ("DAAS IRB") process if applicable. DAAS IRB approval is required prior to the approval of a proposal in response to an RFA.
24. Contractors may distribute approved educational materials directly to participants but may not distribute promotional materials and may only display promotional materials with prior approval from the Senior Center Manager.
25. Contractors are prohibited from selling products or collecting participant information, except as required for Medicare/Medicaid billing.
26. Services will be scheduled during regular Senior Center operating hours only.
27. Contractors are required to satisfy all insurance requirements listed in the resulting Senior Center Contractor Agreement.
28. Service Providers who are selected to provide one-on-one services will be given a standard two-hour window to provide services. Time may be adjusted as needed by coordinating with the Senior Center Manager for a specific location during regular operating hours.
29. Because approved Contractors represent the message of AAS, we reserve the right to deny any proposal and cancel any agreement with a Contractor at any time.

E. CONTRACTOR PROPOSAL PROCESS

1. AAS will seek out Contractors and services by posting a Request for Applications in a Senior Center and on AAS webpages. Services sought will be related to aging and relevant to senior center participants.
    a. The RFA advertisement must run a minimum of two weeks and include:
        1. Description of service needed.
        2. The statement, "Approved Contractors will be able to provide services at a specific Senior Center but may agree to provide services at any Senior Center throughout the term of the resulting agreement. Frequency of services may vary based on demand and space availability."

3. Location information for specific service requests.
4. Deadline to deliver proposals.
5. When services are expected to begin.
6. Required qualifications, if any.
7. Where to deliver the proposal.
8. When acceptance of proposals will be opened.

2. AAS will review proposals and materials using a Selection Committee.
    a. If the Selection Committee has questions regarding a proposal or materials, an interview may be scheduled.
    b. Each proposal will be scored according to the following criteria:
        1. Need of service, as determined by the Senior Centers and Selection Committee.
        2. Topic of presentation, class, exhibition, or type of one-on-one service. Presentations should be related to aging and relevant to older adults in the following categories:
            a. Access to resources;
            b. Fitness and exercise;
            c. Health and wellness;
            d. Recreation, art, and music;
            e. Education; and
            f. Volunteerism.
        3. Presentation materials, if any.
        4. Professional licensure, if required.
        5. Cost of services.
        6. Experience. Preference will be given to Contractors with prior experience providing the requested service(s).
        7. Availability, including flexibility to schedule programs during regular Senior Center hours of operation.
    c. The Selection Committee will submit scored proposals to Active Aging Administration with a recommendation for approval or denial.
        1. To be recommended for approval, proposals must receive a passing score according to the scoring system.
3. Active Aging Administration will review the recommendations of the Selection Committee and provide final approval of selected Contractors.
4. Approved Contractors must complete a Senior Center Contractor Agreement prior to providing services.
    a. If the total services to be provided over the course of a year will exceed $10,000, a Senior Center Contractor Agreement cannot be executed. Instead, a procurement process must be followed in accordance with existing Salt Lake County policies and ordinances.
5. The Active Aging Administration office will maintain copies of all documentation of the proposal and selection process. A copy of all executed Senior Center Contractor Agreements will be provided to the division's Quality Assurance Manager.
6. The term of the agreement will generally be two years but shall be established in the Senior Center Contractor Agreement.

7. Because approved presentations represent the message of Salt Lake County Aging & Adult Services, we reserve the right to deny any proposal and cancel any agreement with a Contractor at any time.

F. VOLUNTEER PRESENTERS

1. Individuals who have completed the volunteer application and onboarding process with AAS' Active Aging Section may request approval to provide presentations, classes, or exhibitions at Senior Centers by submitting a proposal and related presentation materials for review.
2. Presentation proposals submitted by volunteers do not need to be submitted in response to a posted Request for Applications.
3. Presentation proposals submitted by volunteers will be reviewed by the Senior Center Manager and Centers Program Coordinator of the senior center where the volunteer applied to determine if the proposal meets the requirements of a volunteer presentation.
    a. Presentations, classes, and exhibitions provided by a volunteer must be related to aging and relevant to senior center participants.
    b. Volunteer Presenters are responsible for supplying all tools and materials necessary to provide approved presentations, classes, or exhibitions.
    c. Volunteer Presenters are prohibited from the following activities while providing approved presentations, classes, or exhibitions:
        1. Accepting payment, tips, gratuities, or gifts from Senior Center participants.
        2. Distributing or displaying promotional materials or selling products or services.
        3. Collecting information from Senior Center participants.
        4. Refusing participation to any Senior Center participant based on their status as a member of a protected class.
4. Volunteer Presenter proposals which are approved at the senior center level will be forwarded to a member of the Selection Committee or Program Manager for final approval.
5. The Active Aging Section will retain the following documentation for Volunteer Presenters:
    a. List of approved Volunteer Presenters which can be used by all senior centers to schedule approved presentations, classes, and exhibitions.
    b. Volunteer Presenter proposals, including copies of all approved presentation materials and Volunteer Presenter onboarding information sheet.
6. Because approved Volunteer Presenters represent the message of AAS, we reserve the right to deny any proposal and cancel any presentation, class, or exhibition at any time.

G. APPEALS

1. Persons who are aggrieved over a Request for Applications may appeal to the Division Director. An appeal regarding the specification of Requests for Applications shall be submitted in writing prior to the closing date for proposals. An appeal for proposals not approved shall be submitted in writing within seven business days after non-approval notification is sent.
    a. If an appeal is received, the county may proceed with its agreement process for other similar related proposals unless the service may only be offered by one approved Contractor. If only one approved Contractor is required for a specific service, the county will not sign an agreement until the appeal is withdrawn or the appeal is denied by the Division Director.
    b. Appeal letters should specifically and completely state the facts that constitute the error in the specifications of the Request for Applications or the decision to not approve a submitted proposal and the desired remedy. The Division Director will immediately notify the division's attorney of all appeals and may refer the appeal to appropriate county staff or the attorney to investigate and make a recommendation. An informal meeting may be scheduled if more information is needed. After review of the appeal, the Division Director shall make a recommendation to the Mayor (through Salt Lake County Contracts & Procurement). The Mayor or designee will make a final determination on the appeal.

H. REFERENCES

1. AAS Division Operating Standard 131: *Human Subjects Research Proposals*
2. Salt Lake Countywide Policy 1200: *Contributions, In-Kind Assistance, and Fee Waivers*
3. Salt Lake County-Wide Policy 7021: *Small Cost Purchasing Procedures*
4. Salt Lake County Ordinance Title 3, Chapter 3.25: *Request for Applications*